STEP 1: DETERMINING BROWSER VERSION
Instructions outlined in subsequent steps may vary depending on your version of Internet Explorer.

- Open Internet Explorer by clicking the **Start** button, and then select "**Internet Explorer**."
- Use the keyboard command: "**ALT**" + "**H**" for the "Help" menu to appear.
- From the "Help" menu, please click on "**About Internet Explorer**."
- Make a note of the **Version** number indicated, then choose the "**OK**" button.

STEP 2: CHOOSE YOUR VERSION OF INTERNET EXPLORER FOR THE APPROPRIATE GUIDANCE

- **Internet Explorer 8**

- **Internet Explorer 9 - 11**

INTERNET EXPLORER 8:

STEP 3: CLEARING BROWSER CACHE (TEMPORARY INTERNET FILES)
- Within Internet Explorer, click on your "**Tools**" menu (or hold down *ALT* + *T* on your keyboard).
- Select "**Internet Options**."
- Under the "**General**" tab you will see a heading for "Browsing History" towards the center of the Internet Options dialog.
- Click on the "**Delete**" button.
- On the next screen, **uncheck** "**Preserve favorites website data**," and ensure that "**Temporary Internet Files**" and "**Cookies**" **are both selected**. The other choices on this screen are recommended, but not required.
- Select the "**Delete**" button at the bottom of this dialog.
- Click on the "**Settings**" button, also located under "Browsing History," and verify that "**Every time I visit the webpage**" is selected.
- Click "**OK**" to apply the change (if applicable) and to close this dialog.
- Click "**OK**" once more to close the Internet Options window.
- Close all instances of Internet Explorer to ensure this change is effective.

STEP 4: ENABLE COMPATIBILITY VIEW
- Open Internet Explorer and access the Virtual Campus at https://learn.dau.mil/.
- Before logging in, please click on your "**Tools**" menu (*ALT* + *T*).
- Select "**Compatibility View Settings**."
- Ensure that "**dau.mil**" is in the lower field under the heading "Websites you've added to Compatibility View." If it is not listed, it should already be typed in the "Add this website" field; simply choose "**Add**."
- Click on the "**Close**" button at the bottom of this dialog and allow our website to automatically re-load.
- Proceed to login with your Username and Password or your DoD Common Access Card (CAC) to "Launch" your enrollment.

INTERNET EXPLORER 9 - 11:

Note for Internet Explorer 11 users: The steps outlined below should allow you to view the course presentations. However, there is a known compatibility issue with this version of Internet Explorer that prevents progression beyond any Knowledge Review questions contained within the lesson. As such, it is recommended that you downgrade to Internet Explorer version 10, if possible. Please **Click Here** for downgrade instructions.

STEP 3: ENSURE THAT ACTIVEX FILTERING IS NOT ENABLED

IMPORTANT: This step is intended for 'home' users. If you are using a work-issued computer, it is important that you involve your IT department and ask them for assistance in applying the recommended configurations outlined to ensure compliance with local policies and procedures.

- Within Internet Explorer, click on your "**Tools**" menu (or hold down *ALT* + *T* on your keyboard).
- Locate "**ActiveX Filtering**" and ensure that a checkmark does not appear next to it. If it does, please click on "ActiveX Filtering" to turn this feature off.
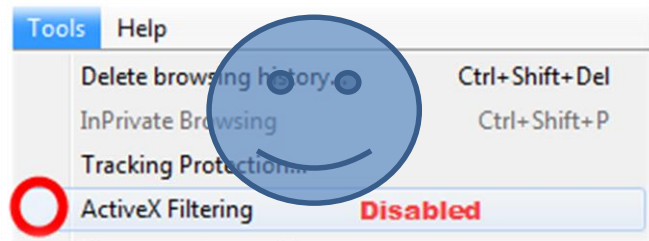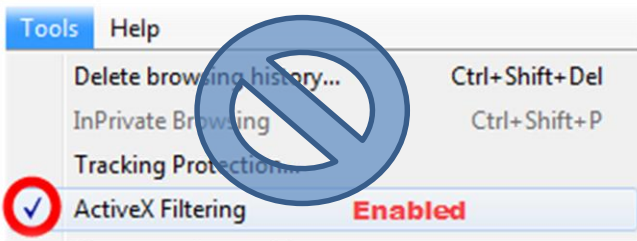
- If you needed to disable (uncheck) ActiveX Filtering, please try accessing your course materials to see if this setting resolves the issue. If it does not, please proceed with steps 4 & 5 below.

STEP 4: CLEARING BROWSER CACHE (TEMPORARY INTERNET FILES)
- Within Internet Explorer, click on your "**Tools**" menu (or hold down *ALT* + *T* on your keyboard).
- Select "**Internet Options**."
- Under the "**General**" tab you will see a heading for "Browsing History" towards the center of the Internet Options dialog.
- Click on the "**Delete**" button.
- On the next screen, **uncheck** "**Preserve favorites website data**," and ensure that "**Temporary Internet Files**" and "**Cookies**" **are both selected**. The other choices on this screen are recommended, but not required.
- Select the "**Delete**" button at the bottom of this dialog.
- Click on the "**Settings**" button, also located under "Browsing History," and verify that "**Every time I visit the webpage**" is selected.
- Click "**OK**" to apply the change (if applicable) and to close this dialog.
- Click "**OK**" once more to close the Internet Options window.
- Close all instances of Internet Explorer to ensure this change is effective.

STEP 5: ENABLE COMPATIBILITY VIEW
- Open Internet Explorer and access the Virtual Campus at https://learn.dau.mil/.
- Before logging in, please click on your "**Tools**" menu (*ALT* + *T*).

- Select "**Compatibility View Settings**."
- Ensure that "**dau.mil**" is in the lower field under the heading "Websites you've added to Compatibility View." If it is not listed, it should already be typed in the "Add this website" field; simply choose "**Add**."
- Click on the "**Close**" button at the bottom of this dialog and allow our website to automatically re-load.
- Proceed to login with your Username and Password or your DoD Common Access Card (CAC) to "Launch" your enrollment.